



CITY OF SAN ANTONIO

P.O. Box 839966
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ADDENDUM I

SUBJECT: Competitive Sealed Proposals – Wireless And Communication System Infrastructure - scheduled to open September 15, 2003, dated August 15, 2003.

FROM: Janie B. Cantu

DATE: September 3, 2003

THE ABOVE MENTIONED PROPOSAL IS HEREBY AMENDED AS FOLLOWS:

RFP 03-083 Pre-Proposal Conference Meeting Questions And Answers

1. View of Reconstruction? **A view of the reconstruction is not essential at this time. SAIA realizes that with the reconstruction, access points and antenna locations will be required to be changed.**
2. Is the City asking for a detailed price schedule or a "lump sum" schedule? **Detailed Price Schedule**
3. Antiquated Wiring? **See Tab 3, Section 3.2. "After proposal award, the vendor will be responsible for surveying each CITY building and prepare a report."**
4. Multimode Fiber/Patch Panels? **See Tab 3, Section 3.2. "After proposal award, the vendor will be responsible for surveying each CITY building and prepare a report."**
5. Time on AOA/Escorts? **Yes, but it would be preferred for the installation team to be badged, which costs \$25 per person. Badging includes fingerprinting for a FBI background check.**
6. Deadline for Questions? **9/3/03**
7. Fence-to-Fence Coverage? **SAIA will have wireless coverage "fence-to-fence" for the private network.**
8. Does this cross Runways Frequency? **Yes, but the 2.4Ghz and 5 Ghz do not interfere with aviation frequencies.**

9. Is RFP Requesting Performance for Outdoor or Indoor only? **Both indoor and outdoor.**
10. Backup Power Supply? **Yes**
11. Conduit Trays...is there existing infrastructure? **See Tab 3, Section 3.2. "After proposal award, the vendor will be responsible for surveying each CITY building and prepare a report."**
12. Are there any Plenum rating requirements for wiring? **Must be plenum rated.**
13. Link to Stinson. Can it be fiber? **No**
14. Can the vendor provide it's own network or can it ride someone else's network? **Neither**
15. Interface with ERM system? **Yes**
16. What Database technology or platform is required? **Standard ODBC**
17. Are there more detailed diagrams of Network or Fiber? **No**
18. What existing equipment will there be? **See Tab 3, Section 3.2. "After proposal award, the vendor will be responsible for surveying each CITY building and prepare a report."**
19. What is the Square footage of the indoor coverage? **See Page 5 – Background of the RFP**
20. RF for fence to fence? **Yes, see #7**
21. Access to towers? **Escorted with permission of FAA.**
22. Wireless Subscriber Access? **No**
23. Wireless NIC Cards? **Yes**
24. Who will manage and own the infrastructure? **SAIA**
25. Existing Network Management Platform? **None at this time**
26. Private side network.... A or G? **G**
27. Same capability throughout inside/outside? **Yes**
28. Term of Contract? Support? **One-year contract for both hardware and software with 7/24 support.**
29. Management/Hardware/Software? **One-year contract for both hardware and software with 7/24 support.**
30. Does the City own environment of I/S ER Spectrum? Who manages? **Yes, SAIA manages it with the CITY.**
31. Will awarded vendor manage or will this be covered by a separate RFP? **SAIA will manage.**

32. Expandability of Bandwidth? **Any solution should have the future capability of providing expansion.**
33. Should “Section 4” Other Services be built in? **Yes**
34. Does the Storage need to accommodate the archiving of images? **No**
35. Does the City intend to generate revenue from or leasing bandwidth from this project? **Yes**
36. Goal for ALL IP Network? **The current infrastructure is all IP.**
37. Access from Internet? **City Provided**
38. IP Addressing for InterNetwork.... are they public? **No**
39. Extended wireless Link throughput? **The RFP states that throughput should be 11 Mbps with a minimum of 1Mbps at a distance of 10 miles.**
40. Spectrum Analysis was it performed here? **No**
41. When Airlines come onboard, how will they be managed? **By SAIA**
42. Public traffic & T1. # of Public users? **Using the standard used by other airport, the estimate is 5% of all passengers. The unofficial number of “in-plane” passengers for July was 30,300 passing through both SAIA terminals.**
43. Additional Capacity Provision in RFP? **Any solution should have the future capability of providing expansion.**
44. Wireless Security? **Yes – 128 bit WEP, WPA, VPN, and RADIUS**
45. Local Levels of Security? **The levels are specified by the Department of Homeland Security and Transportation Security Administration (TSA).**

Wireless & Communications System Infrastructure RFP 03-083

Vendor Submitted Questions

1. Who is going to be our main point of contact for this?
Answer: Don Smith
2. In Appendix A
 - a) It shows IDS sensor, VPN gateway, Load Balancer, but do not have other specification in the RFP. Should we include these to RFP response?
Answer: Yes
 - b) It shows core switch, but it is not specified in the RFP. Is this existing one or new. If it is new, do you have any requirement?
Answer: This is new. Requirements are in Tab 7.

3. 1.0 Scope of Services mentioned training for 5 personnel, but in TAB2 last paragraph shows "Provide Certification training for up to four staff members", Could you clarify which one is correct?
Answer: The training will be for 5 personnel, certification is not necessary, but they should be able to receive certification at later time.
4. 1.2.6 and 1.2.7 Management and IDS. Are you asking Software only or Software and System (System) to run application? If you are requesting Software and System (server), do you have any preference to any particular hardware platform?
Answer: The management software provides the ability to manage and monitor the edge devices, wireless access devices, core devices, servers, and IDS devices.
The IDS must be a complete hardware and software solution to thwart hackers (internal and external), detect and provide alarms of unauthorized attempts to access the systems at the airport.
5. TAB7 Technical Requirement
- a) Edge Switch. Does 3 Expansion slot means expandable to 3 more 10/100 or Gigabit Ethernet port?
Answer: The requirement is for (3) expansion slots in the edge switch, each of which can accommodate either 10/100 Mbps or Gigabit Ethernet connectivity.
- b) Edge Switch. "Must Provide 6 Gigabit Ethernet Ports" Does it need 6 Gigabit Ethernet connections from edge switch at each location?
Answer: Yes
6. TAB7. Outdoor solution for Wireless
- a) Is this going to be used to connect two remote sites or for general wireless connection in 3.5 mile radius.
Answer: Both. There is to be a wireless bridge from the SAIA to Stinson and outdoor, private wireless coverage in the 3.5 mile radius of SAIA.
7. TAB7. Could you clarify between High Rate Wireless and Wireless Access Platform? And where they are going to be used?
Answer: The High Rate Wireless describes the requirements for the "private" wireless LAN. The Wireless Access Platform describes the hardware platform and examples that will support the High Rate Wireless.
8. Can you provide a list of approved SBEDA companies, or a list of those who have worked in the airport in the past?
Answer: Contact Grace Luna in the City Economic Development Department at 210-207-3910 or gracel@sanantonio.gov
9. Page 29. We understand that products should be available for implementation. Does section 6.1 also refer to manufacturer back orders of product? If so, can we provide equipment from an alternate vendor to meet the 60-day limit without penalty?
Answer: If the alternative product can be managed by the network management system or the same management system for all devices, an alternative vendor may be used.
10. Page 30.
- a) Are the optical switches the core switches?

~~✍~~ **Answer: Yes**

b) Does the city wish to keep a spare available of that switch?

~~✍~~ **Answer: Yes**

11. Is it the wish of the city to have the core switch perform the RADIUS and 802.1X user authentication?

Answer: Yes

12. Is there a published policy on appearance standards for the airports?

Answer: No

13. Does the city wish to have WEP available or implemented?

Answer: Best practice dictates that security should be layered with each layer providing a layer of deterrent. Therefore, yes, 128 bit WEP should be implemented, but WPA is preferred in order to meet upcoming TSA security standards.

14. Page 34. Please clarify “must have interoperable with 2 Mbps 802.11 DS clients”. Can you indicate vendors?

Answer: The products are listed in Appendix F.

15. What user density should the system be designed towards? In other words, what is the anticipated user load per AP and public simultaneous broadband access? We understand that the maximum number of users should be 250.

Answer: The “private”, High Rate Wireless must support up to 250 users. The public should support

16. Page 35. Please clarify “must OFFER networking”

Answer: Must be able to manage the access point via the network and the network management application.

17. Page 35. 802.11i is not yet confirmed. Our system will support the standard when released, but cannot support the standard until then. Is this acceptable?

Answer: Yes

18. Page 41. Who will manage the wireless service (public and private)? Will the airport accept proposals for a managed service offering?

Answer: The airport will manage the wireless services, both public and private for security reasons. The public will be managed by SAIA in relation to accounting and charging for use. A future RFP will be issued for management of the public.

19. Appendix D. Is there a better drawing of the existing fiber network? Also, could the city provide the location of telecom closets in the airport in order to better estimate cable costs?

Answer: No

20. Appendix B. Should we use the listed installation in this section for installation quotation?

Answer: The site survey in Appendix B is to be used as a guide as stated in Appendix C, number 2.

21. Is the city providing WLAN access at Stinson field for GA and others as well?

Answer: No general access to the public will be offered at this time.

22. Please explain how the city determined the different part lists in Appendix F.

Answer: These are products our research found that meet the requirements of the RFP.

23. 1.2.3 What is meant by 54 GPS?

Answer: This is a typo. The sentence should read “One mode at 54 Mbps will be for the private side.”

24. 1.4.1 Is the proposal to be double-spaced?

Answer: Yes

25. Is pricing to be provided as a copy in a separate envelope (per section 1.4) or as a tabbed section per 1.16.3. Tab 11, or attachment F or both?

Answer: Pricing is to be provided in a separate envelope as described in section 1.4. Respondents must also provide information requested in the tabbed sections. Tab 11 and Attachment F provide information on what the pricing schedule must contain and an example.

26. Please clarify the number of references required – 5 per section 1.27.1 or 3 per sections 1.27.8

Answer: Section 1.27.1 lists as a criteria, references for at least 5 customers who have installed the proposed system, including one that meets the size and criteria noted in the Vendor Evaluation/Comparable Installations on Page 19 of the RFP.

The 3 references in section 1.27.8 are general customer references.

27. Tab 1, number 5 – Should this read “6 copies of your proposal and two CDs (containing the technical section)”?

Answer: Yes

28. Tab 3 - 3.1 Can Aviation Department personnel be used for escorts, or will the installation team need to be badged for access?

Answer: Yes, but it would be preferred for the installation team to be badged, which costs \$25 per person. Badging includes fingerprinting for a FBI background check.

29. Will the public element be required to support roaming client software such as iPass, GRIC or Boingo? (Wireless Subscriber Access)

Answer: No

30. What are the requirements for High Availability for the Core, Edge, or Wireless sections of the network?

Answer: All

31. Can we get a drawing of the existing network topology including any business partner connections and Internet connectivity?

Answer: There are no business partner connections and internet connectivity is provided by the city.

32. In the RFP SAIA states that the new network can co-exist with the new one and then migrate over. Does this mean that SAIA wants to replace existing network with new or can we leverage any of the existing network for the new solution?

Answer: In most cases the infrastructure will replace the existing infrastructure. In some isolated situations, the existing devices will be leveraged.

33. Can we view the existing equipment listing?

Answer: See Tab 3, Section 3.2. "After proposal award, the vendor will be responsible for surveying each CITY building and prepare a report." As part of the RFP, the vendor is required to perform an inventory of the existing infrastructure

34. Are there any legacy protocols on existing network?

Answer: No

35. What is the existing management platform?

Answer: No

36. How many strands of fiber are in each respective wiring closet?

Answer: Two pairs in each existing closet.

37. Can we receive a fiber plant drawing?

Answer: A fiber plant drawing was provided in the RFP.

38. Is the existing network flat ?

Answer: Yes

39. I have completed our executive summary, including a high level review of our proposed solution. However, I am not sure if SAIA would like a detail design placed in the summary or do you have a specific section you would like a full description of our proposed solution.

Answer: In section 1.16.2, Executive Summary, the City is requesting in the Executive Summary a statement of the work to be accomplished, how the Respondent proposes to accomplish and perform each specific service and unique problems perceived by the Respondent and their solutions.

40. Based on your RFP Attachment 1, proposal check list, in which section you I include the detail design?

Answer: The Executive Summary.

41. It appears that this RFP is just for installation and addresses private side. Will the winning installer also automatically become the public side service provider?

Answer: No

42. If this RFP is just for installation what are the plans for providing public WiFi access? Will that be a different RFP?

Answer: Yes, this RFP is just for installation. Yes, there will be a separate RFP for managing the public side.

43. If you bid on this RFP with a partner who is more installation focused will the service oriented part of the team be the actual service provider?

Answer: No

44. How many wireless ISP providers will be providing services on the Public Network?

Answer: One

45. Has a WISP (or WISPS) been awarded a contract for ISP offerings?

Answer: No

46. How will our IP (Intellectual Property) be protected during and after this BID process?

Answer: Please read Section 1.25 Intellectual Property of the RFP.

47. Does SAIA have a user credential database currently that we can allow for a private user authentication interface? IE. LDAP, Active Directories, Radius?

Answer: No

48. The private network has been specified to use 54 mbps. Does SAIA have a preference between 802.11g or 802.11a.

Answer: 802.11g

49. Did the original site survey take into account DUAL operational cards in the Access Points transmitting on different channels?

Answer: No

50. Did the Site Survey take in to account the 54mbps data throughput for the private network?

Answer: No

51. Does SAIA intend pay for a NEW Site Survey that includes:

- a) Two WIFI cards active in each Access Point.
- b) 802.11b
- c) 802.11a or 802.11g

Answer: Additional surveys are at the expense of the vendor. See Appendix C of the RFP.

52. Is SAIA planning to deploy 802.11a or 802.11b VoIP?

Answer: 802.11b

53. Does SAIA have a 802.1x server?

Answer: No, but SAIA does have Windows 2000 server that can be patched to provide 802.1x

54. Does this RFP include Wireless Internet Services, or is it strictly infrastructure?

Answer: Strictly infrastructure

55. Was a Spectrum Analysis Performed?

Answer: No

56. Is the Olmos Tower a relay tower, or is bandwidth being dropped into the tower from the wireless bridge?

Answer: Relay Tower

57. What was the power of Radio used in the client PC during the Site Survey?

Answer: 30 mW

58. Is the use of amplifiers purely to reduce the cost of AP infrastructure?

Answer: Yes

59. Would SAIA re-consider another Site Survey? We are very worried the use of amplifiers reduced the number of needed AP's by 30%, since this is going to be public and private network, there is now 30% less bandwidth available for the public users.

Answer: Yes, at the cost of the vendor.

60. Can you identify which IDF is supporting all the outdoor Wireless Access Points and bridges?

Answer: No, the vendor should provide this depending upon the devices used in the final design.

61. Does the certification training outlined in Tab 2 require a certificate, or are you looking for certification type training on the products from a business functionality standpoint?

Answer: Certification type training

62. The facility overview in Tab 3 specifies 12 locations for switches. Is the core included in these 12 specified locations?

Answer: Yes

63. Tab 7 specifies that the optical switches must be capable of transporting 20 Gbps of data across a single fiber optic cable. Is this correct, or is it referring to a single pair?

Answer: No, it refers to dark fiber to the CITY

64. Tab 7 states the switch must be have remote management capabilities with Netsight Element Manager and Netsight Policy manager. Is this proprietary? Please explain.

Answer: It is proprietary, but the hardware platform provided should have a management capability that is similar or better than the products referenced.

65. Page 32 specifies the need for 6 Gbps Ethernet ports. What is the purpose for this number on the edge switches?

Answer: For future expansion. At this time a 1 Gbps uplink is adequate.

66. Page 32 specifies the need for three expansion slots which will support a variety of options. Expansion slots generally refer to a chassis solution rather than a stackable solution. Is a chassis based switch a prerequisite for the edge switches?

Answer: No

67. What is the total amount of the performance bond needed?

Answer: The performance bond must be the full amount of the contract price as estimated by projection of the City.

68. Would it be feasible to include more AP's instead of using AP with Amplifiers?

a) Issues: The high retransmission rate .

b) More Bandwidth = More AP

Answer: Yes

69. Are the Outdoors Access Points being fed from one of the 12 IDFs?

Answer: Yes

70. Same question for the Wireless bridges?

a) If 'NO' please explain.

Answer: Yes

71. Are the wireless bridges going across the runways?

Answer: Yes

72. The RFP seems to indicate in Appendix C and Appendix F that the vendor is not required to use specific brands of equipment, such as "Dell" or "IBM" for example, in meeting the needs described. Would you please confirm I have interpreted this correctly and there is no requirement to use specific brands of equipment?

Answer: Use of specific brands or models is not a requirement.

73. Page 34 you have two requirements – Can you expand on these:

a) Must have interoperability with 2mbps 802.11 DS. Is the 802.11 DS the same thing as 802.11 DSS.

b) Do you know if 802.11 is compatible with 802.11b/g?

c) You state that we must have an AP that can support 250 users. Is this one AP or all the AP's?

Answer: In the 2.4 GHz ISM band, IEEE specifies the use of Direct Sequence Spread Spectrum (DSSS) at a data rate of 1 or 2 Mbps under the 802.11 standard. The 802.11b and 802.11g standards provide for backward compatibility. The 802.11a does not support 802.11 DSSS backwards compatibility.

The "private" WLAN must support 250 users. As an access point using a single channel can theoretically support from 30 to 60 users, the limiting factor will be the manufacturers specifications and how the bandwidth is used.

73. Are you really looking for a solution because the RFP has some direct points that can only be answered by a Manufacturer, which is product based and not solution based?

Answer: SAIA is looking for a vendor who can provide a solution using hardware and software that is "similar to or better" than the examples provided in the RFP.

74. Optical Access Switch: The technical requirements are to provide remote management capabilities with NetSight Element Manager, NetSight Policy Manager. This is specific to a certain manufacturer; however, it was discussed that a turnkey solution needs to be provided. Is the solution to be provided specific to a certain manufacturer already determined?

Answer: No, the hardware platform provided should have a management capability that is similar or better than the products referenced.

75. The RFP states a need for references, are 3 or 5 needed?

Answer: See the response to Question #26.

76. Who is going to have ownership of the network once it is complete- ITSD or the Airport personnel?

Answer: SAIA will own the network.

77. Page 5, Section 1.0

a) What VPN systems are already in place?

Answer: None

- b) Are there documents and diagrams available that detail the current infrastructure? Examples include, but are not limited to: IP addressing schemes, logical diagrams, physical diagrams, application data flows, historical usage trend data.

Answer: All available documents and diagrams have been provided in the RFP

78. Page 6, Section 1.2.4

The reference to "A local representative". I just want to validate that this local will be provided by the City. If not, does the local representative have to be available 7/24/365?

Answer: There must be a local representative of the vendor who will provide 7/24 support to the CITY/SAIA via telephone. This support can be provided via remote access using VPN or dial-up.

79. Page 7, Section 1.2.7

- a) Are both network-based and host-based intrusion detection systems in scope?

Answer: Yes

- b) If yes to host-based, how many hosts would be in scope?

Answer: 1

80. Page 18, Section 1.27

- a) The demonstration is listed as being worth 20% of the evaluation criteria total. On page 11, Section 1.12 it appears to be an optional item. Is the demonstration truly optional or required?

Answer: It is required.

- b) Can the demonstration be portions of the solution installed at different clients?

Answer: Yes

- c) Will installations of similar products in production be acceptable?

Answer: Yes

- d) If the demonstration is not included in the evaluation, how will be criteria be weighted?

Answer: See Page 18, Section 1.27.1 Minimum Evaluation Criteria in the RFP.

81. Page 23, Tab 2

- a) What is meant by "certification training"? On page 7, Section 1.2.8 it states that the training is focused on how to manage and program the hardware and software (operations training).

- b) Are there supposed to be four or five staff trained?

Answer: The training will be for 5 personnel, certification is not necessary, but they should be able to receive certification at later time.

82. Page 24, Tab 3, Section 3.1

- a) What are the specifications on the multimode fiber?

Answer: Standard Multimode.125 mu

- b) What terminations are used on the multimode fiber? ST, SC, other?

Answer: ST and SC

- c) What is the distance between SA Intl. and Stinson?

Answer: 11 Miles

d) What other cabling is used besides Cat 5E? Cat 3, Cat 7?

Answer: Cat 5E

e) When was the bulk (60%+) of the cabling installed?

Answer: Within the last 2 years.

f) What facilities do NOT require badge access?

Answer:

g) Is equipment expected to be installed in non-badged areas?

Answer: Yes

h) What security, environmental and backup power facilities are or will be available?

Answer: SAIA has an 89 ampere/hour UPS system for servers and network hardware, which is backed up by a diesel generator. The UPS system is on the AOA side in a key locked room. This room is where the core will be located. All other closets are secure. The room is properly air conditioned and all equipment is raised off the floor to prevent water damage from flooding.

83. Page 24, Tab 3, Section 3.2 If additional space or security is required, will such items be the responsibility of the City?

Answer: If additional space is required for installation of the proposed solution, SAIA will review the requirements. If existing or additional space requires additional security, SAIA will review and take appropriate action.

84. Page 25, Tab 3, Section 3.3

a) Please detail "LAN connectivity". Does that include verification to the desktop level?

Answer: Yes

b) The SAIA backbone referenced - Is this the 10 Mbps backbone mentioned on page 23? Or is that part of the anticipated upgrade?

Answer: This is the 10 Mbps backbone referenced.

85. Page 26, Tab 4, Section 4.2.5

If, as part of an integrated system solution, third party hardware and software is used, control over the method of delivery of firmware upgrades may not be possible. Can a subset be used or other delivery methods be substituted?

Answer: Yes

86. Page 26, Tab 4, Section 4.3.2

If, as part of an integrated system solution, third party hardware and software is used, control over the escalation method may be subject to rules developed by the third party vendor. Can the systems integrator "stand-in" on the escalation path?

Answer: It is expected that the systems integrator be involved in the problem resolution escalation path. All providers of the "pieces" of the integrated system solution should be involved and their roles defined in the escalation path.

Fibre Optics.

SAIA – Downtown fibre

87. What is the distance of the fibre optics between SAIA and your offices in downtown?

Answer: 5 miles

88. How many strands of fibre do you have free?

Answer: Two

89. What kind of fibre is this? Single-mode or multi-mode? Do you have the specifications of this fibre?

Answer: Single-mode fibre is used. Currently in use by Trans Guide.

90. Is this fibre connected to equipment in both sides, or it is just dark fibre?

Answer: Dark Fibre

Fibre optic system within SAIA

91. How many strands of fibre do you have free on each fibre system?

Answer: Two pairs in each existing closet.

92. What kind of connectors is being used to terminate the fibre strands?

Answer: No termination at present

93. Are you using a Light Interface Unit (patch panel for fibre optics) to patch the main fibres and the LAN switches?

Answer: Yes

Network – General questions

94. What kind of workstations do you have in your network? How many of them are laptops?

Answer: There are 155 desktop workstations running Windows 2000 Professional, soon to be upgraded to Windows XP Professional. There are 10 laptops running Windows 2000 Professional.

95. What is the current top speed of your LAN? 10Mbps? 100Mbps?

Answer: The majority is 10 Mbps, but there are some 100 Mbps to the desktop.

96. Have you recently certified your cabling for 10/100/1000Mbps TX rates?

Answer: No, but the standards have been adhered to.

97. What kind of OSI layer-3 protocols are you running on your network?

Answer: TCP/IP

98. Is there a list of the applications being used on your network? Are these industry standard or SAIA proprietary?

Answer: There are many SQL SAIS proprietary databases such as property management, accounting, personnel, police reporting, public relations along with standard office productivity packages.

99. Are you using patch panels and cable organizers in your wiring closets?

Answer: Yes

100. Where will the monitoring system be located? SAIA or downtown office?

Answer: SAIA

101. Where does your Internet connection end? SAIA or downtown office?

Answer: SAIA

102. Is the SAIA network part of a bigger network (i.e. City of San Antonio network)?

Answer: It is an extension of the City network

103. Is there a chance to get a clearer drawing from pages 61 and 114?

Answer: No

Security

104. Is the communication system of the airport the only area that needs to be secured, and then monitored by an IDS appliance?

Answer: Both the communication and network infrastructure must be secure and monitored by the IDS.

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DS/ds